ITRMC Vision: Assure standardized, effective, and efficient statewide access to information and services.

Enterprise E-Mail Service Work Group Continues Research

The mission of the ITRMC Enterprise E-Mail Service Work Group, formed as a result of a recommendation from Council member Senator Hal Bunderson, is to look at the benefits and drawbacks associated with consolidating e-mail to a common system for the entire State; to make a determination; and to provide a recommendation to the Council.

The Work Group's first course of action was to survey 60 State agencies to obtain knowledge on a number of issues related to the current e-mail system(s) used. The survey, based on a list of issues identified by the group at its first meeting, had a 60% return rate. Work Group members found it interesting that: 1) the number of employees served/mailboxes ranged from six to 35,000; and 2) one-third of responding agencies were using Novell GroupWise e-mail software, rather than the State's standard software, Microsoft Exchange.

In an effort to utilize knowledge from states that have implemented enterprise servers, **the group held teleconference sessions with South Dakota, Nevada, Maine, and Pennsylvania**. Based on conclusions from information received during these meetings, in addition to survey responses and related discussions, a recommendation will be made to the ITRMC at its December 11 meeting.

The group learned the following information about the four states' enterprise e-mail systems:

- Number of mailboxes supported: 4,500 to 61,000
- System limit: 5,000 to 90,000 mailboxes
- Messages processes daily: 195,000 to two million
- Number of state executive agencies using system: All; in some cases, the following exceptions apply: K-12 & higher education, transportation & revenue departments, elected officials, and legislative branch.
- How e-mail accounts administered: Centrally; in one case, services managed centrally, and user accounts administered by agency IT managers
- How system deployed: Centrally in data center facilities
- Number of full-time positions on administrative staff: Two to seven
- Support and administrative cost to agencies: $0 (or transparent to agencies) to $1.75 – $10/account/month
- Security: No significant intrusions
- Unexpected e-mail-related outages: No significant outages
- Availability: 24x7, except during scheduled maintenance
- Battery (UPS, or uninterruptible power supply)/backup power in facility?: Yes

For more information, please contact the ITRMC Staff (itrmc@adm.state.id.us, 208-332-1876) or visit http://www2.state.id.us/itrmc/committees.htm#email.

Idaho Criminal Justice Information Integration Task Force Formed

The ITRMC **Idaho Criminal Justice Information Integration Task Force** was formed at the August 21 meeting of the Council. The group, chaired by Lt. Col. Dave Rich of the Idaho State Police, held its first meeting on Oct. 16, 2002. At this meeting, members reviewed the results of a Criminal Justice Information Assessment study for Idaho that was recently performed by SEARCH, the National Consortium for Justice Information and Statistics.

This group is charged with: the review of current law to determine if there are impediments to moving forward

with an effort to link key information across jurisdictions, to improve access to Criminal Justice information; and defining the elements of a strategic plan to integrate criminal justice information for Idaho.

The **next meeting** of the Task Force is scheduled for Tuesday, Nov. 26 from 1:30 to 4:30 p.m. in the East Conference Room of the JRW Building. A preliminary report of recommendations is to be prepared and presented to the Council at its December 11 meeting.

Council Update:
August 21, 2002 Meeting*

- **Steve Wilson** provided a progress report on the State Tax Commission's **CATS (convert all tax systems) project.**
- **Karl Kurtz** spoke on the impact of bio-terrorism on the Department of Health and Welfare, focusing on public health and hospital preparedness.
- **J.D. Williams** spoke on the need for a **backup power supply** in the Capitol Mall to support the Office of the State Controller's data facility, and asked for Council support in requesting from the legislature the general service funds to make this happen.
  - ⇒ A **motion** passed to write a letter to the Division of Financial Management, the Governor's Office, and the co-chairs of the Joint-Finance Appropriations Committee (JFAC) recommending the need for a backup power system that would ensure mission-critical systems have adequate power to operate in the event of a power outage and/or disaster.
- **Council members **approved** the following revisions: **ITRMC IT policies 1010, 2010, 2030;** and **ITRMC IT Enterprise guidelines G110** and **G210**. All previously adopted ITRMC IT policies, enterprise standards and guidelines were ratified.
- The **formation of the ITRMC Idaho Criminal Justice Information Integration Task Force was approved** by vote.
- **Demonstrations** were given on the following: a **telecommunications provider database,** an **information technology asset inventory database,** and a **State employee portal**.
- **Updates** were given on the following: **Enterprise IT Security and Business Recovery, Enterprise E-Mail Service**, and **Secure Access to Applications and Data (SATAD) work groups**; and the **E911 Systems Subcommittee** of the ITRMC Public Safety, Emergency Communication Committee.

> *******Full copies of approved ITRMC minutes available on-line*:
> http://www2.state.id.us/itrmc/council/minutes.htm
> *******For more information go to*: http://www2.state.id.us/itrmc/

FREE LUNCHEON AND MORNING BRIEFING...

"Building Electronic Government for a New America"

Wednesday, December 11, 2002 9:00 a.m. – 12:30 p.m.
The Grove Hotel, 245 South Capitol Boulevard, Boise

Morning Welcome Comments: Rich Elwood - Statewide IT Coord.

Keynote Speakers: Mark Struckman - Center for Digital Govt.
                                   Roger Parks - CIO, JR Simplot Co.

Panel Discussion: Rich Elwood - Statewide IT Coordinator
                                Dave O'Neill - IT Dir., Boise State University
                                Roger Parks - CIO, JR Simplot Co.
                                Steve Wilson - IT Mgr., State Tax Commission

Register* at http://www.govtech.net/idaho/ or contact Lana Herrera via email at: lherrera@govtech.net. Include your name, title, agency, address, and phone number. Questions? Call 1-800-940-6039, ext. 353.

*Response requested by Monday, December 9.

ITRMC Members

Chairman:
Pam Ahrens , Dept. of Administration
(208) 332-1824, pahrens@adm.state.id.us

Elected Officers:
Keith Johnson, Acting State Controller
(208) 332-8707, kjohnson@sco.state.id.us

Dr. Marilyn Howard,
Superintendent of Public Instruction
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Legislative Appointments:
Senator Hal Bunderson, Meridian
(208) 888-7156, hbunderson@earthlink.net

Senator Bert C. Marley, McCammon
(208) 254-3586 / (208) 254-3711

Representative Lee Gagner, Idaho Falls
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Rep. Elmer Martinez, Pocatello
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Executive Agency Officers:
Dwight Bower, Idaho Transportation Dept.
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Karl Kurtz, Dept. of Health & Welfare
208 334-5502, kurtzk@idhw.state.id.us

Public Safety Official:
Col. E.D. Strickfaden, Idaho State Police
(208) 884-7003, estrickf@dle.state.id.us

Agency Information Systems Manager:
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Judiciary Appointment:
John Peay, Idaho Supreme Court
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State Board of Education:
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Rural Interests Representative:
Mary Elizabeth Jones, Filer
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Local Government Representative:
Ken Harward, Assn. of Idaho Cities
(208) 344-8594, kharward@idahocities.org

Industry IT Executive:
Roger Parks, J.R. Simplot Co.
(208) 327-3200, rwparks@simplot.com

Committee / Work Group Activities

Access Idaho Steering Committee *(Chairman: Bill Farnsworth, ITRMC Staff)*
Recent approvals by the Access Idaho Steering Committee: Service Level Agreements (SLAs) for the Boards of Education and Veterinary Medicine, the Bureau of Occupational Licenses, and the Department of Water Resources; an addendum to the Idaho Transportation Department (ITD) SLA; and a renewal of an ITD agreement for a dedicated application developer.
For more information, go to: **http://www.state.id.us/ai/about.html*

Idaho Criminal Justice Information Integration Task Force *(Chairman: Lt. Col. Dave Rich, Idaho State Police)*
See cover story, "New ITRMC Task Force Formed."
For more info, go to: **http://www2.state.id.us/itrmc/committees.htm#CriminalJustice*

Idaho Geospatial Committee (IGC) *(Chairman: Liza Fox, Idaho Transportation Department)*
At its September 19, 2002, meeting, the Idaho Geospatial Committee discussed the following: a draft memorandum of understanding (MOU) with regard to voluntary participation with INSIDE Idaho (insideidaho.org), official statewide geospatial data clearinghouse; draft ITRMC IT Policy 1070, Geographic Information Systems, and draft ITRMC IT Enterprise Standard 4210, Projection; an update of Idaho's I-Plan (re: National Spatial Data Infrastructure [NSDI] implementation); and several brief updates on ongoing GIS research and work being done in the State.
For more info, go to: **http://www2.state.id.us/itrmc/committees/igc.htm*

Enterprise IT Security and Business Recovery Work Group *(Chairman: Karl Kurtz, Dept. of Health and Welfare)*
At its November 18, 2002, meeting, the group: discussed the digital authentication request for proposal (RFP) being handled by the ITRMC Secure Access to Applications and Data (SATAD) Work Group; heard from the State Controller's Office regarding its disaster recovery exercise; learned of improvements to the State infrastructure by the Departments of Health and Welfare and Administration. Other Work Group discussions were in regards to hot and cold recovery sites, network redundancy, and Internet connectivity.
For more info, go to: **http://www2.state.id.us/itrmc/council/committees.htm#itsecurity*

Enterprise Shared E-Mail Service Work Group *(Chairman: Steve Wilson, Idaho State Tax Commission)*
See cover story, "Enterprise E-Mail Service Work Group Continues Research."
For more info, go to: **http://www2.state.id.us/itrmc/committees.htm#email*

Public Safety, Emergency Communication Committee *(Chairman: Major General John Kane, Military Division)*
E911 Systems Subcommittee: This group has just completed final draft legislation on amendments to the Emergency Communications Act. If approved, the revised legislation would include wireless communication in the funding scheme and create a statewide funding committee that would grant monies to local consolidated emergency dispatch centers.

For more info, go to: **http://www2.state.id.us/itrmc/committees.htm#publicsafety*

Secure Access to Applications and Data (SATAD) Work Group *(Chairman: Keith Johnson, Acting State Controller)*
A core group of the SATAD Work Group has met several times with regard to a request for proposal (RFP) dealing with digital authentication. Evaluation of RFPs submitted is in process. The goal of the group is to have a contract awarded by the first quarter of 2003.
For more info, go to: **http://www2.state.id.us/itrmc/committees.htm#satad*

*** *Next Meeting*: Wednesday, December 11 from 1:30 to 4:00 p.m. ***
East Conference Room, J.R.Williams Bldg., 700 West State, Boise, Idaho

PROPOSED Year 2003 ITRMC Meeting Dates
All meetings held on Wednesdays, 8:30 to 11:30 a.m. (unless otherwise noted)

February 19 (1:30—3:00 p.m.), April 16, June 18, August 20, October 29*, December 17

The **Digital Govt. 'Boot Camp' will serve as ITRMC's regular meeting: 8 a.m. to 5 p.m., Boise Centre on the Grove*

Note: All meetings are subject to change. Please check our Web site for an update—http://www2.state.id.us/itrmc

Featured IT Achievement Award-Winning Application

DHR Applicant Tracking System

The new Applicant Tracking System (ATS) — which resulted from a cooperative effort based on the realization that goals common to each agency could be better realized through mutual support — has simplified and expedited the employee recruiting process for the State of Idaho. Applicants create and submit an electronic application, submit any test materials, and send resumes instantly at any time from any location. The ATS receives the information, scores any test materials, and produces an overall score that the applicant can view from their own computer. Hiring lists are created with the supporting application materials and sent electronically to the hiring agency for instant viewing. Agencies are excited about electronic hiring lists and the ability to view application material on-line.

The realization of the vision of a streamlined electronic Applicant Tracking System is a reflection of the willingness of the leaders of DHR and IDOL to work as a team in a creative partnership to achieve positive and long-lasting outcomes. The resulting leading-edge technology solution has tremendous benefits in reducing numerous hours of processing time, eliminating paper waste, allowing DHR staff to direct more time to serving applicants, promoting the welfare of all agencies, and being more accountable to the citizens of Idaho.